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# Improving the Quality of Life of a Homeless Person Using Co-Design and Paul Polak's 12 Steps to Practical Problem Solving


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# IMPROVING THE QUALITY OF LIFE OF A HOMELESS PERSON USING CO-DESIGN AND PAUL POLAK'S 12 STEPS TO PRACTICAL PROBLEM SOLVING

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# GOAL

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- To learn as much as I can about the homeless living in my community and create a prototype that will be most beneficial making their lives better.

# MOTIVATION



- Living Hope Assemblies of God
- Honors Seminar

# THE TERM HOMELESS

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- Publicly and privately supervised shelter
- A place not designed for regular sleeping
- An institution

# TYPES OF HOMELESSNESS

- Short term Homelessness
- Long term Homelessness
- Permanently Support Homelessness
- Near Homelessness
- Self-Induced Homelessness
- Environmentally Dysfunctional Homelessness

# SHORT and LONG TERM HOMELESSNESS

## Short Term

- Natural Disaster occurs
- Quick Recovery

## Long Term

- Natural Disaster occurs
- Few Resources

# PERMANENT SUPPORTED and NEAR HOMELESSNESS

## Permanently Supported Homelessness

- Lack of relational resources
- Lack of inner resources
- Dependence of outside resources

## Near Homelessness

- “one paycheck away from homelessness”



# SELF INDUCED and ENVIRONMENTALLY DYSFUNCTIONAL HOMELESSNESS

## Self Induced Homelessness

- Unable to maintain:
  - Housing
  - Employment
  - Productive Relationship

## Environmentally Dysfunctional Homelessness

- War veterans
- Unable to sustain stability

# METHODOLOGY

- 12 steps to Practical Problem solving
- Co-Design: Developing or improving a service or device together with the user and customers. With Co-Design people are able to see their opinions and ideas in the final product
- Survey (IRB)

# 12 Steps to Practical Problem Solving

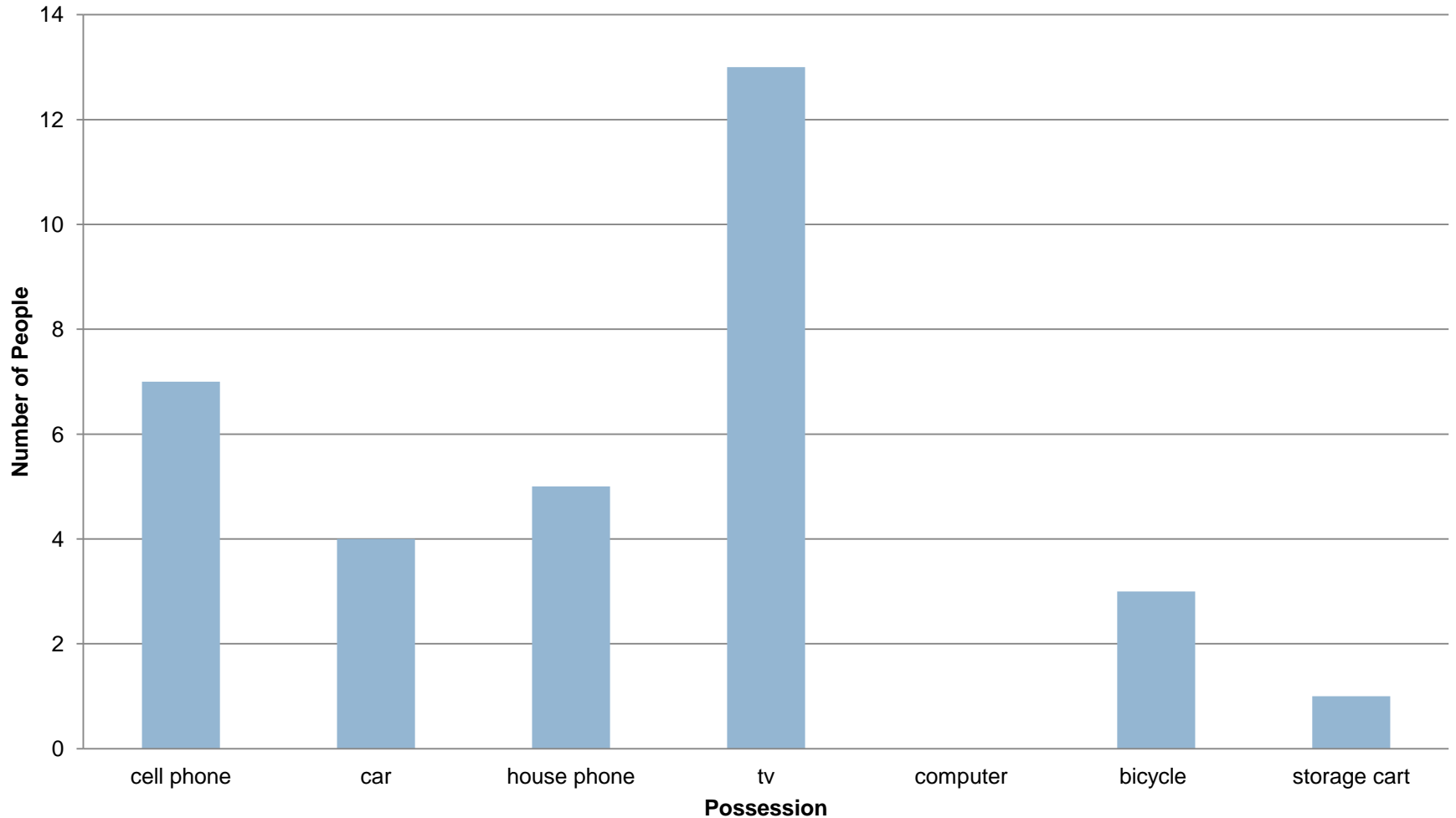
1. Go to where the action is.
2. Talk to the people who have the problem and listen to what they have to say.
3. Learn everything you can about the problem's specific context.
4. Think big act Big.
5. Think like a child.
6. See and do the obvious.
7. If someone has already invented it, you don't need to do it again.
8. Make sure approach has positive measurable impact that can be brought to sale. Make sure it can reach at least a million people and makes their lives measurably better.
9. Design to specific cost and price targets.
10. Follow practical 3 year plans.
11. Continue to learn from customers.
12. Stay positive: don't be distracted by what others people think

# STEPS 1-3 and 8

1. Go to where the action is.
2. Talk to the people who have the problem and listen to what they have to say.
3. Learn everything you can about the problem's specific context
4. Stay positive: don't be distracted by what others people think

# SURVEY RESULTS AND ANALYSIS

## Ownership (Q4)

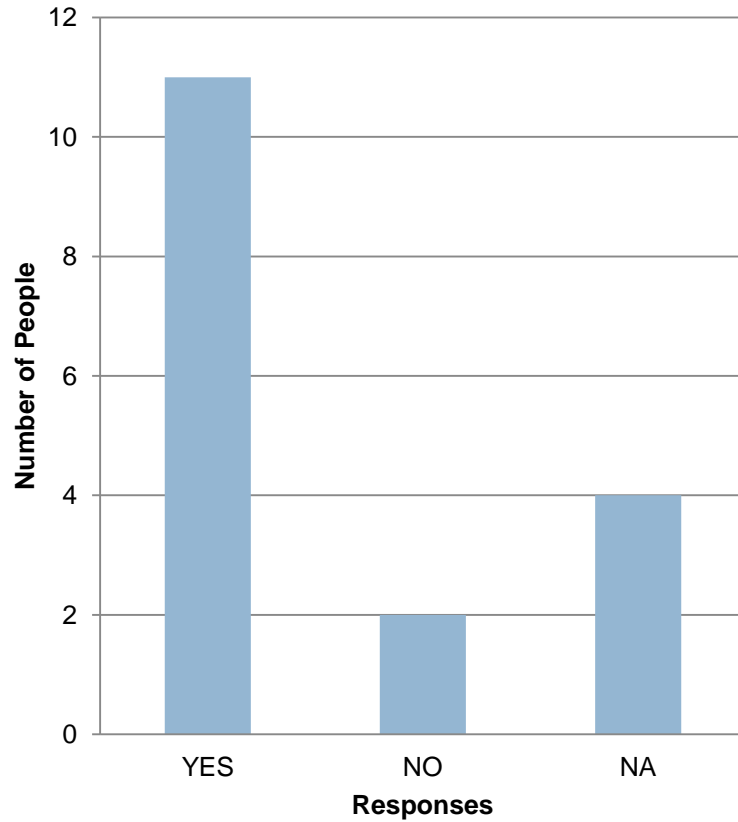


# SURVEY RESULTS AND ANALYSIS

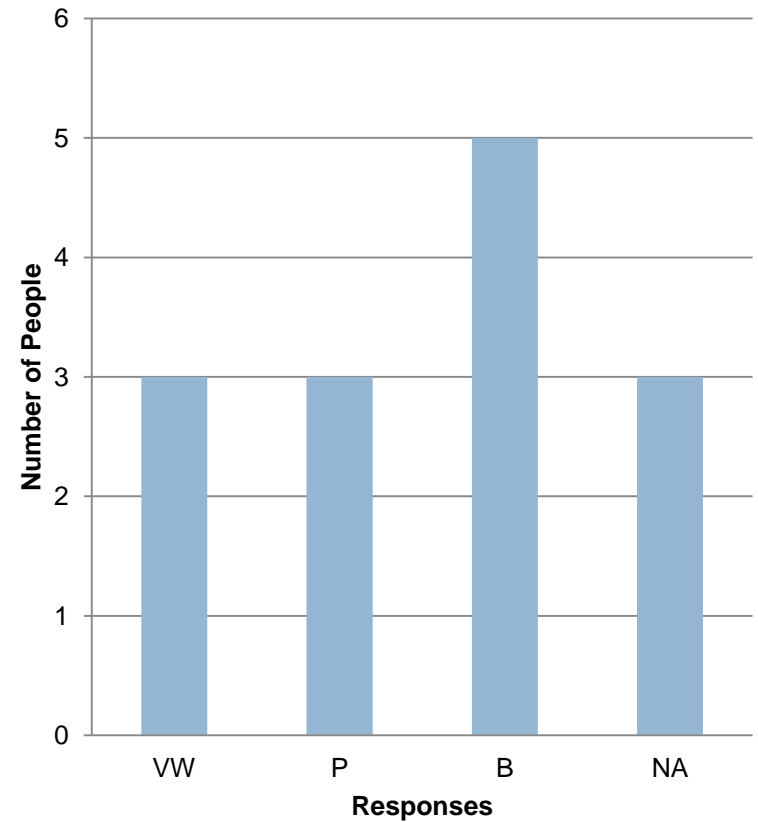
- 6 out of 18 attending food pantries for 5 to more years
- 13 out of 18 visit the facility about 1-3 days during the week
- 11 out of 18 = SSI
- 11 out of 18 = DHS

# SURVEY RESULTS AND ANALYSIS

## Income

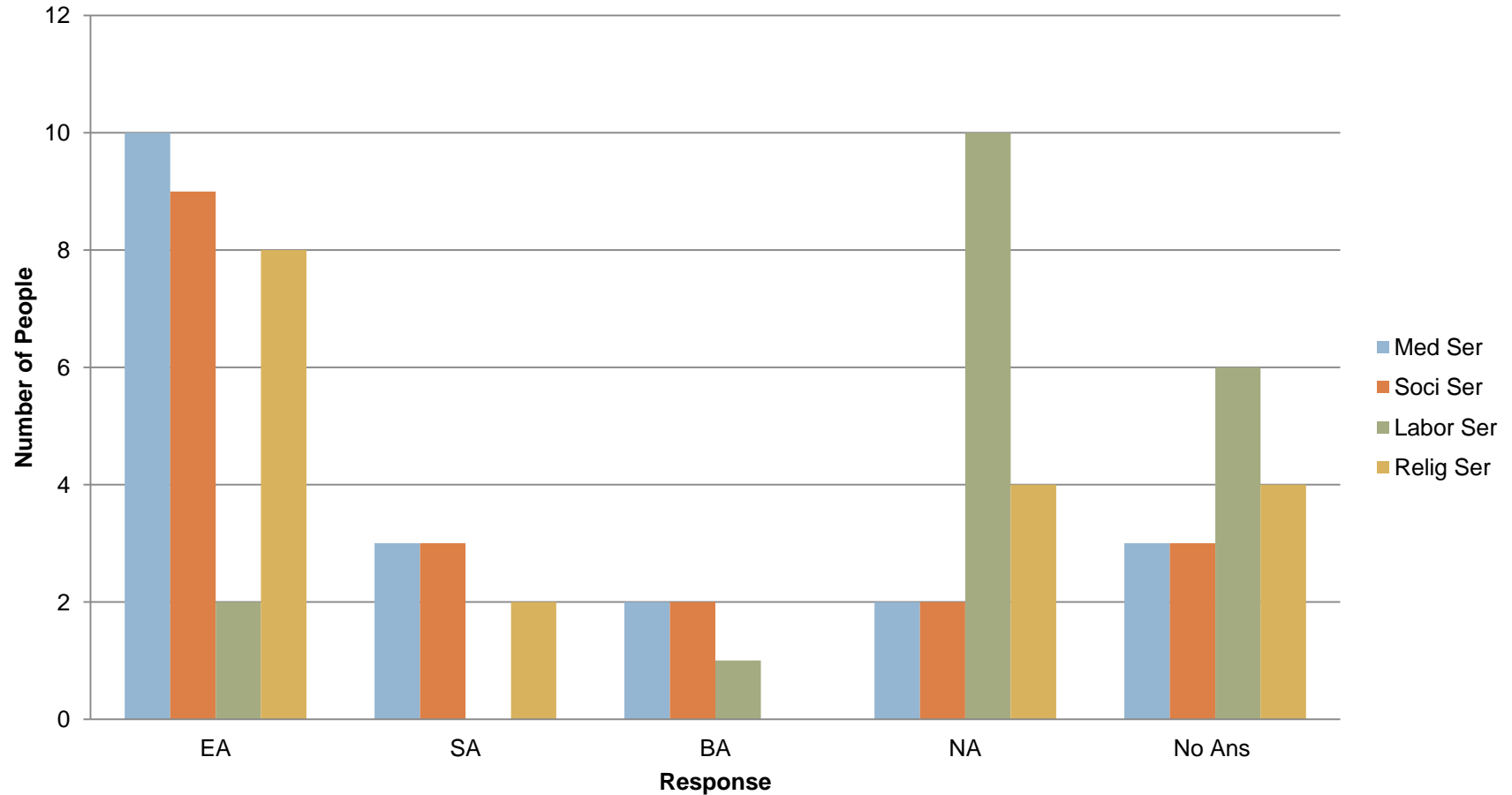


## Expenses



# SURVEY RESULTS AND ANALYSIS

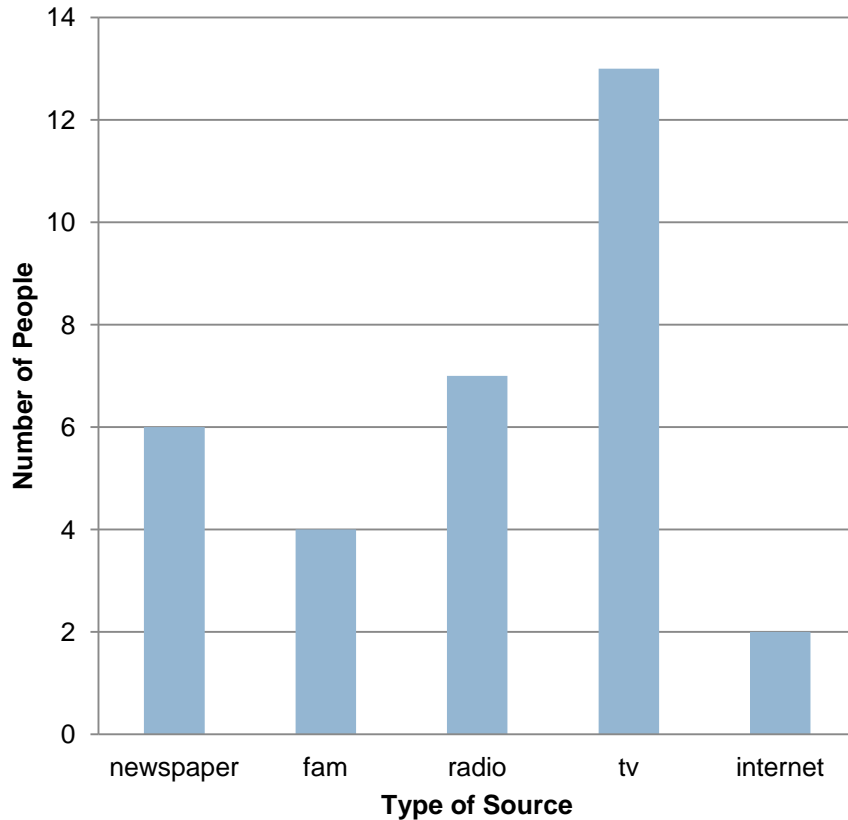
## Accessibility (Q10)



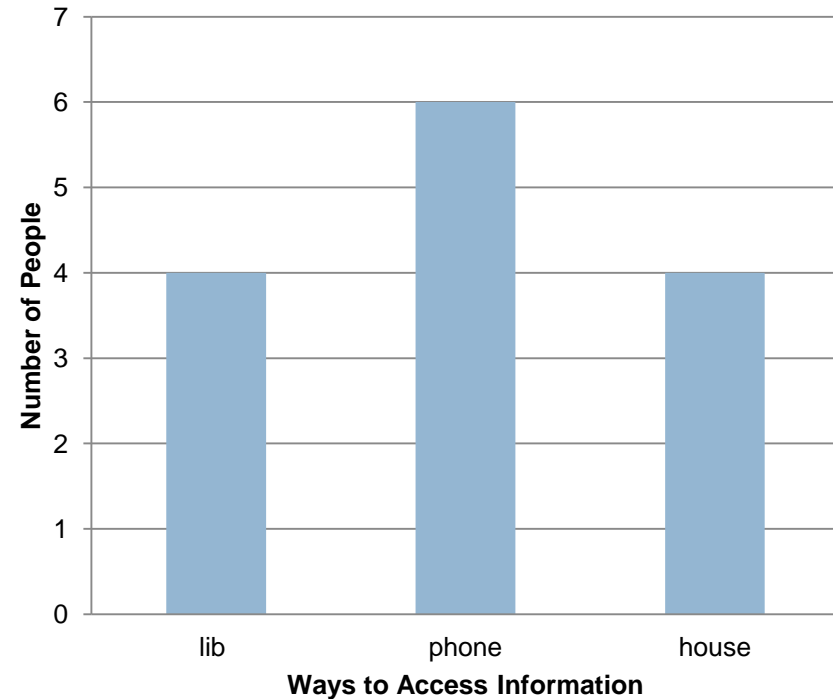


# SURVEY RESULTS AND ANALYSIS

## Source of Information (Q5)



## Ways to Access Information (Q5b)



# SURVEY RESULTS AND ANALYSIS

- **What are your top 3 most important needs?**
  - Job
  - Food
  - Transportation
- **In what ways can resources be made accessible to you ?**
  - Help from others
  - Transportation
  - Knowing where to go

# STEPS 4-7

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- Think big act Big
- Think like a child
- See and do the obvious
- If someone has already invented it, you don't need to do so again.

# BRAINSTORMING

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□ Website

□ Brochure



**FINAL PROTOTYPE**